Australian Government

DEFIN002A Process voice communications

Release: 2

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

DEFIN002A Process voice communications

Modification History

Release	TP Version	Comments
2	DEF12V2	Layout adjusted. No changes to content.
1	DEF12V1	Primary release.

Unit Descriptor

This unit covers the competency required to process communications in a language other than English to enable information to be reported to appropriate personnel for further analysis and reporting.

Application of the Unit

Workers normally perform this activity within routines, methods and procedures, which require some discretion and judgement. The majority of work is performed under supervision, at the same time maintaining high levels of accuracy, personal accountability and security.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

© Commonwealth of Australia, 2013 Government Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.	Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

© Commonwealth of Australia, 2013 Government Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. **Create target text file**	1.1 Target text file is accessed in accordance with ***standard procedures***
	1.2 Text file and message formatting procedures are applied in accordance with standard procedures
2. **Annotate intercept details**	2.1 ***Intercept details*** and ***peripheral information*** are logged in accordance with standard procedures
	2.2 ***Organisational abbreviations*** are used for brevity in accordance with standard procedures
	2.3 ***Information from emission*** is transcribed without losing its original meaning or intent, in accordance with standard procedures
	2.4 ***Message type*** is identified and annotated in accordance with standard procedures
	2.5 Problems encountered during the transcription process are analysed and appropriate actions are taken in accordance with standard procedures
	2.6 Security of information is maintained in accordance with standard procedures
	2.7 Work health and safety (WHS) requirements and safety precautions are applied throughout the process
	2.8 ***Legal requirements*** for activities are identified and applied during the process
3. **Report items of interest**	3.1 Basic analysis of information is conducted and significant items of interest are identified in accordance with organisational requirements
	3.2 Significant items of interest are prioritised in accordance with standard procedures and reported to ***appropriate personnel***
	3.3 Completed text file is forwarded to appropriate personnel for checking

© Commonwealth of Australia, 2013 Government Skills Australia

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- assess languages in order to determine the language skills required for transcription to occur
- communicate effectively within the workplace
- follow instructions/directives and report information
- listen effectively
- maintain records and make timely reports
- manage personal work priorities and professional development
- type with a minimum speed of 35 words per minute and an accuracy of 98 percent
- use organisational computer equipment and applications to produce simple workplace documents and for communications intercept
- use workplace and language publications and other reference material to conduct research

Required Knowledge

- antenna theory
- communications procedures
- electromagnetic spectrum
- international 'Q' and 'Z' codes including phonetic alphabet
- international time zones and datelines
- military and organisational abbreviations
- relevant organisational policies and legislation
- reporting procedures and formats
- security procedures
- sound understanding of computer equipment and applications in accordance with workplace procedures
- target language including recognising key words, numbers and phrases in context at an intermediate level
- work environment layout
- workplace orientation and induction procedures

© Commonwealth of Australia, 2013 Government Skills Australia

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to transcribe verbal information in the target language, including recognising key words and phrases, and prioritising these significant items of interest as defined by the workplace.
- In particular assessment must confirm the ability to use the correct workplace text file and message formatting procedures to produce a completed text file for further analysis.

Consistency in performance

Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed under direct supervision and should focus on the individual's ability to:

- demonstrate basic practical skills, such as the use of relevant tools/systems
- perform a sequence of routine tasks given clear direction
- receive and pass on messages/information.

In all cases it is expected that targeted questioning to assess the required knowledge by recall will support practical assessment.

Specific resources for assessment

Access is required to:

- audio playback equipment
- language specific dictionary
- workplace specific recording systems.

© Commonwealth of Australia, 2013 Government Skills Australia

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.	
Standard procedures may include:	• Australian Quality Training Framework • Australian Standards • Defence instructions • Doctrine pamphlets • Industry practices • Job guides and other publications • Maintenance schedules • Manufacturers' specifications, procedures and technical instructions • WHS requirements and regulations • Organisational instructions and journals • Organisational policies and procedures • Quality control • Regulatory requirements • Relevant local government by-laws • Routine orders • Security instructions and procedures • Standard Operating Procedures • Standing orders • Workplace agreements • Written and verbal orders
Intercept details may include:	• Call signs • Date and time • Duration of transmission • International 'Q' and 'Z' codes • Type of working
Peripheral information may include:	• Antenna • Atmospheric conditions • Frequency • Intercept site • Line of bearing • Mode of transmission • Operator chat
Organisational abbreviations may include:	• Approved language abbreviations for place names, common words and acronyms • Organisational/international prosigns • Organisational specific codes

© Commonwealth of Australia, 2013 Government Skills Australia

Information from emission may include:	• Fax • Live communications • Modem • Morse code • Recorded communications • Voice
Message type may include:	• Encrypted traffic • Plain text
Legal requirements may include:	• Geneva conventions and protocols • International laws • Laws of Armed Conflict • National laws • Rules of Engagement • State/territory laws
Appropriate personnel may include:	• External agencies • Internal agencies • Linguists • Reporters • Supervisors

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2013 Government Skills Australia